

Community Resource Center Advisory Council Meeting Minutes

Meeting Date: August 28, 2024

Attendance:

Members

- Amy Arnt-Buzzard
- Suzanne Arntson
- Kanisha Bliss
- Jennifer Compeau
- Jayne Gibson
- Marlena Hanson
- Lee Her
- Jeff Horton
- Jessica Jungroth
- Jessica Little
- Julie Neitzel Carr
- Felicia Orozco
- Zerina Said
- Wahbon Spears
- Molly Scroeder
- Catherine Wright

Staff

- Daisy Copeland
- Heather Reynolds
- Sherri Killins Stewert
- Megan Waltz

Guest Speaker

- Faith VanMeter

Location: Webex link

Purpose of the council:

To advise the commissioner of the Department of Human Services on the development, implementation, evaluation and ongoing governance of Community Resource Centers (CRC) in Minnesota.

Duties of the council:

Duties include, but are not limited to, advising the commissioner on:

- The development and funding of a network of community resource centers
- The development of requests for proposals and grant award processes
- The development of program outcomes and accountability measures, and
- Ongoing governance and necessary support in the implementation of community resource centers.

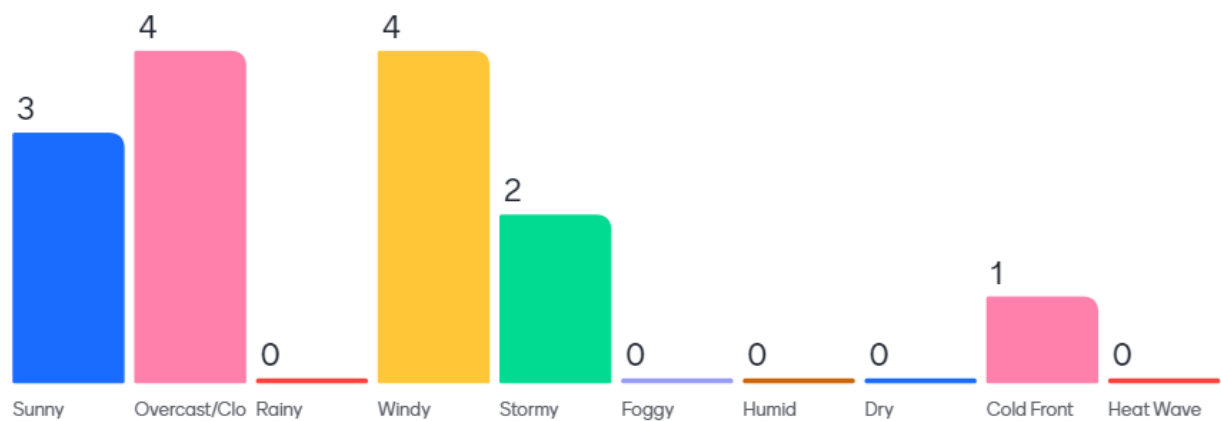
Meeting objectives

1. Remember the determined outcomes from previous meeting
2. Learn about and make recommendations regarding available data collection tools
3. Begin thinking about onboarding grantees

Agenda with added minutes

1. **Welcome, Introductions, and Agreements**
 - a. How's the weather in your work?
 - i. Menimeter Results:

How's the "weather" in your work? (Select all that apply.)



- b. Review meeting objectives, agenda, and agreements
 - c. Announcements
 - i. We are now the DCYF.
 - ii. Materials are being loaded to the EHQ for access by the Advisory Council.
 - iii. Reach out to Heather Reynolds if you need to troubleshoot access to EHQ.
2. **Summary of June meeting**
 - a. Shared the Protective Factors and Whole Family Systems (2-Gen) Frameworks and about the Evaluations with Service Navigators.
 - b. Had a conversation on how we'll know that we're impacting communities and families and came up with a list of outcomes. Raised questions about the efficacy of outcomes.
 3. **Overview of the Protective Factors Survey**
 - a. Review Protective Factors Survey, second version
 - b. Strategic Question: What are ways of collecting information about process and outcomes for families related to those outcomes not covered in the Protective Factors Survey?

i. Menimeter Results:

What are ways of collecting information about process and outcomes for families related to those outcomes not covered in the ProtectiveFactors Survey?

13 responses

The word cloud contains the following text:

- I feel like tapping into a professional researcher for feedback on a type of survey that would be beneficial to the families and the centers
- Information from partnering programs or agencies, such as community action, schools, charities, etc.
- We're using jars with colored cotton balls families can answer yes or no questions, a comment box that asks to share a statement on how we're doing or the family is doing.
- Create a survey with parents with lived experience. Questions need to feel safe and supportive and be positively framed
- A more strengths-based approach that uplifts the families
- I think it is good to have a set of questions that ask families these things in a respectful manner.
- Mix methods approach.
- Know the purpose for asking the questions!
- families
- respectful manner.
- Mix methods approach. Some questions are best asked face to face. Use safe AI system to analyze. Also consider not doing pre post. Just do post and ask if they feel better. More perception based
- Give families the opportunity to share success stories.
- Focus Groups Feedback and Reflection Section (Individually and /or group)
- Give examples of supports that could be offered for questions about difficulties.
- Asking frontline staff working directly with families for input on questions as they know the families the best
- Identifying our intent when asking the question and making sure we're transparent with families of why we're asking the questions

- c. Action: Additional discussion to decide how and when Protective Factors Survey will be used.
- d. Action: Work group to be created to develop specific survey questions.

4. Break

5. Evaluation

- a. Shared learnings from June meeting.
- b. Strategic Question: Considering the outcomes, what are ways to collect stories and experiences from grantees and families?
 - i. Menimeter Results:

Considering the outcomes, what are ways to collect stories and experiences from grantees and families?

7 responses

Love focus groups- especially when can be offered in the families' native languages	PAC members collecting (impact) or sharing stories	Success stories, satisfaction surveys, case highlights	Lived-Experience Council
Have frontline staff who have built relationships with families conduct informal interviews with the families	Goal tracking	Making sure whoever is being interviewed is compensated for their time and for sharing their story	

6. Transition to Implementation

- a. Strategic Questions:
 - What else would they need?
 - What do you recommend as the process for onboarding?
 - What your advice about onboarding each of the three levels of people over time?
 - i. Menimeter Results:

What else would they need? What do you recommend as the process for onboarding? Your advice about onboarding each of the three levels of people?

9 responses

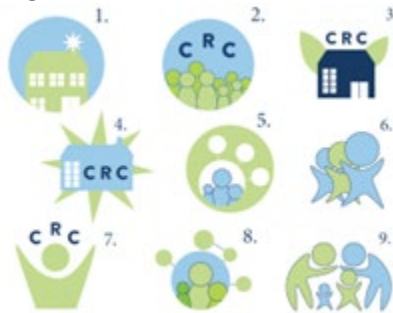
Training on working with different backgrounds of people	Recommend a kick off meeting for all and then ask each of the groups how they would like to get information. Also, set up special meetings for each group (not only during onboarding but throughout).	Really important to meet grantees where they are at - if they are fully staffed and ready to run, they need a different set of information during onboarding than those that are at the hiring stages	Have people go through scenarios of possible client experiences to gain empathy and understanding.
Will training be provided around facilitation, community outreach, etc? That is important to			Executive Directors need to know how to talk

<p>Overview of each of the roles and their role descriptions and making sure everyone is on the same page</p>	<p>Mentorship Communication method that people can connect with each other anytime to process or ask for assistance.</p>	<p>In short, identify what would make the. Successful in the position and offer initial training and ongoing support as needed</p>	<p>TO KNOW HOW TO TALK about this!</p>
---	--	--	--

b. Feedback on Tagline and Logo Options

i. Tagline: *Community Resource Centers and Foster Kinship; Where families can go for resources, support and connection*

ii. Logos



iii. Mentimeter feedback:

Let us know your feedback on this tagline:
Community Resource Centers and Foster Kinship
Where families can go for resources, support and connection

12 responses

Love it	4 and 8	Yes. 2 and 9	5 is my favorite!
rather than go for- maybe receive resources, support and connection	I like the pictures with big people and little people	It gets the info out there. Don't love it but it is fine.	I like the tag line. #1 feels like a school...4 and 9 I think I like the best
CRC Centers where families can go for resources and support and community connections.	I like 2- as it looks like community- maybe integrate the little people with the big people	It would be helpful to define support and connection a little more, this is a very generic statement and could use a little sprucing up	It would be helpful to define support and connection a little more, this is a very generic statement and could use a little sprucing up

7. Reflection, Closing, Next Steps

- a. Workgroup for Protective Factors Survey will be created.
- b. Round Robin Share-Out
- c. Next meeting is October 28, 2024